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CONFIRMATION NO. 1543

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| <b>SERIAL NUMBER</b><br>09/977,494   | <b>FILING OR 371(c) DATE</b><br>10/16/2001<br><b>RULE</b>  | <b>CLASS</b><br>709                       | <b>GROUP ART UNIT</b><br>2157   | <b>ATTORNEY DOCKET NO.</b><br>1509-222 |                                |
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| <b>** CONTINUING DATA *****</b><br><i>now, MMM</i>   |  |   |   |  |                                |
| <b>** FOREIGN APPLICATIONS *****</b><br>UNITED KINGDOM 0025461.5 10/17/2000<br><i>yes, MMM</i>   |  |   |   |  |                                |
| <b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b><br><b>** 11/21/2001</b>   |  |   |   |  |                                |
| Foreign Priority claimed <input checked="" type="checkbox"/> yes <input type="checkbox"/> no<br>35 USC 119 (a-d) conditions <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after<br>met<br>Verified and Acknowledged <i>MMM</i><br>Examiner's Signature Initials |  | <b>STATE OR COUNTRY</b><br>UNITED KINGDOM | <b>SHEETS DRAWING</b><br>21   | <b>TOTAL CLAIMS</b><br>29              | <b>INDEPENDENT CLAIMS</b><br>2 |
| <b>ADDRESS</b><br>22879  |  |   |   |  |                                |
| <b>TITLE</b><br>CONTACT CENTER FOR SPECIFYING DIFFERENT SERVICE SPECIFIC BEHAVIOURS AND OFFERING RANGE OF CORRESPONDING CUSTOMER SERVICES  |  |   |   |  |                                |
| <b>FILING FEE RECEIVED</b><br>1032   | <b>FEES:</b> Authority has been given in Paper<br>No. _____ to charge/credit DEPOSIT ACCOUNT<br>No. _____ for following: |   | <input type="checkbox"/> All Fees<br><input type="checkbox"/> 1.16 Fees ( Filing )<br><input type="checkbox"/> 1.17 Fees ( Processing Ext. of time )<br><input type="checkbox"/> 1.18 Fees ( Issue )<br><input type="checkbox"/> Other _____<br><input type="checkbox"/> Credit |  |                                |